

7 Questions

You should be asking your billing staff or health IT vendor



If your in-house billing team or current revenue cycle management (RCM) vendor isn't keeping up to date with payer fee schedule changes, filing secondary claims, routinely sending collection letters, or other important billing tasks, your practice is letting money slip away.

These seven questions will help you weigh the benefits of RCM services versus traditional billing and identify the right partner to help you achieve your mission to improve health.

Greenway
Health™

01 Do you have a comprehensive billing strategy?



Greenway Health research shows that only:

62% of practices review delinquent claims
59% of secondary claims are filed
32% of patients who owe money receive a collection letter

05 How does your revenue cycle management process work?



Greenway Revenue Services **decreases days in A/R** on average by: **32%**

02 Are employees certified and familiar with industry best practices?



Every eight seconds, a new patient enters Medicare:

Medicare pays **20%** less than private insurance
A loss of **\$45,000** per provider per year

06 Do you have a fully integrated clearinghouse?



Greenway Clearinghouse Services is fully integrated with Greenway platforms and has a **first-pass acceptance rate of: 99%**

03 What reporting is done in house, or is provided by a vendor?



Transparency into uncaptured revenue opportunities and actionable measurements of **practice key performance indicators (KPIs)** are paramount to your financial health.

07 Do your billing system and PM work together?



Greenway Revenue Services acts as an extension of your staff, with open communication and integrated workflows.

04 How many staff are dedicated to your finances?



Staff salaries and benefits can consume up to:

25% of practice revenue or **\$123,488** per full-time employee for primary care practices

If you're on the lookout for a great revenue services partner, Greenway Health is answering the call. **Contact us at 866-242-3805 or visit greenwayhealth.com** to learn more about revenue cycle management and put the headache medication back in the bottle where it belongs.

